

AMENDMENTS

In the Claims:

Please amend the claims as indicated hereafter.

1. (Currently Amended) An apparatus for communicating to customer service representatives in real-time, comprising:

a communication interface configured to establish a real-time communication session with a remote communication device in response to a user request for contacting a customer service representative;

~~an input interface configured to receive a request for contacting a customer service representative, said input interface further~~ configured to receive input data from a user of said apparatus during said established communication session; and

logic configured to ~~transmit, to said communication interface and in response to said request, a command signal instructing said communication interface to establish said real-time communication session, said logic further configured to~~ transmit, during said real-time communication session, said input data to said remote communication device via said communication interface, said logic further configured to automatically retrieve a product identifier in response to said user request and to transmit said retrieved product identifier to a remote routing device, said product identifier identifying at least a component of said apparatus,

~~wherein said apparatus is configured to perform at least one non-telephonic function and wherein said remote routing device is configured to route said input data to said remote communication device based on said product identifier, and wherein said remote communication device is configured to~~ interface said input data with a customer service representative, thereby assisting said customer service representative to diagnose an operational problem associated with said apparatus ~~in performing said non-telephonic function.~~

2. (Original) The apparatus of claim 1, wherein said input data is voice data, and wherein said input interface includes a microphone configured to detect the user's speech and to convert said speech into said voice data.

3. (Original) The apparatus of claim 1, wherein said logic is configured to retrieve predefined contact information from memory within said apparatus in response to said request, said contact information sufficient for enabling said communication interface to establish said communication session with said remote communication device, said logic configured to provide said contact information to said communication interface in response to said request, wherein said communication interface is configured to utilize said contact information to establish said communication session.

4. (Original) The apparatus of claim 1, further comprising:

a lens; and

a conversion mechanism configured to convert light received by said lens into digital data.

5. (Canceled)

6. (Currently Amended) The apparatus of claim ~~5~~ 1, wherein said routing device is configured to select said remote communication device and to communicatively couple said remote communication device to said communication interface based on said product identifier.

7. (Original) The apparatus of claim 1, wherein said logic is further configured to retrieve data from memory within said apparatus and to transmit said retrieved data to said remote communication device via said communication interface during said real-time communication session, said retrieved data indicative of an operational state of said apparatus, wherein said remote communication device is configured to interface said retrieved data with said customer service representative thereby assisting said customer service representative to diagnose said operational problem based on said retrieved data.

8. (Original) The apparatus of claim 7, wherein said logic is configured to transmit said retrieved data to said remote communication device in response to a request transmitted from said remote communication device.

9. (Original) The apparatus of claim 7, wherein said logic is configured to change said operational state based on commands received from said remote communication device.

10. (Currently Amended) A method, comprising the steps of:
~~providing an electrical apparatus, said electrical apparatus configured to perform a primary function, said primary function other than enabling communication between said electrical apparatus and remote communication devices;~~

detecting, at said an electrical apparatus, a request for contacting a customer service representative;

storing a product identifier in said electrical apparatus prior to said detecting, said product identifier identifying at least a component of said electrical apparatus;

establishing a real-time communication session between said electrical apparatus and a remote communication device in response to said detecting;

enabling a customer service representative at said remote communication device to diagnose an operational problem associated with said electrical ~~device~~ apparatus by transmitting data indicative of said operational problem from said electrical apparatus to said remote communication device during said real-time communication session; and

automatically transmitting said stored product identifier from said electrical apparatus to a routing device in response to said detecting thereby causing said routing device to route said data to said remote communication device.

11. (Original) The method of claim 10, wherein said data is voice data.

12. (Currently Amended) The method of claim 10, wherein said electrical apparatus includes a lens, said method further comprising ~~the step of~~ capturing an image via said lens.

13. (Currently Amended) The method of claim 10, further comprising ~~the steps of~~:
retrieving data from memory within said electrical apparatus, said retrieved data indicative of an operational state of said electrical apparatus;
transmitting said retrieved data from said electrical apparatus to said remote communication device during said communication session;
displaying an image of said retrieved data via said remote communication device; and
diagnosing said operational problem based on said retrieved data and said data indicative of said operational problem.

14. (Currently Amended) The method of claim 13, wherein said transmitting step is performed in response to a command transmitted from said remote communication device.

15. (Currently Amended) The method of claim 13, further comprising ~~the step of~~ changing said operational state based on a command transmitted from said remote communication device to said electrical apparatus.

16. (Currently Amended) A method, comprising ~~the steps of:~~
~~providing an electrical apparatus, said electrical apparatus configured to perform at least one non-telephonic function;~~
detecting, at an electrical apparatus, a request for contacting a customer service representative;
storing a product identifier in said electrical apparatus, said product identifier identifying at least a component of said electrical apparatus;
selecting a remote communication device based on said product identifier;
establishing, based on said selecting, a real-time communication session between said electrical apparatus and a said remote communication device in response to said detecting step;
inputting data to said electrical apparatus during said communication session; and
transmitting said input data to said remote communication device during said communication session, thereby enabling a customer service representative at said remote communication device to diagnose, based on said input data, an operational problem associated with said electrical apparatus ~~in performing said non-telephonic function.~~

17. (Currently Amended) The method of claim 16, wherein said input data is voice data and wherein said inputting ~~step~~ includes ~~the steps of~~:

detecting speech at said electrical apparatus; and

converting said speech into said voice data.

18. (Currently Amended) The method of claim 16, wherein said electrical apparatus includes a lens and wherein said method further comprises ~~the steps of~~:

receiving light via said lens; and

converting said light into digital data.

19. (Canceled)

20. (Currently Amended) The method of claim 16, further comprising ~~the steps of~~:

retrieving data from memory within said electrical apparatus, said retrieved data indicative of an operational state of said electrical apparatus; and

transmitting said retrieved data from said electrical apparatus to said remote communication device during said communication session, thereby enabling said customer service representative at said remote communication device to diagnose, based on said retrieved data, said operational problem.

21. (Currently Amended) The method of claim 20, further comprising ~~the step of~~ modifying said operational state of said electrical apparatus based on a command transmitted from said remote communication device to said electrical apparatus.

22. (New) The apparatus of claim 1, wherein said logic is configured to automatically select said product identifier for transmission to said routing device based on whether said component is being used when said user request is received by said apparatus.

23. (New) The method of claim 10, wherein said component comprises an application for performing at least one task, said method further comprising:

determining that said application is running when said request is detected by said detecting; and
selecting said product identifier based on said determining.

24. (New) The method of claim 16, further comprising:

determining that said component is being used when said request is detected by said detecting;
and
selecting said product identifier based on said determining.

25. (New) A method for communicating with customer service representatives, comprising:
storing, at an electrical apparatus, a product identifier identifying at least a component of said electrical apparatus;

receiving, at said electrical apparatus, a user request for contacting a customer service representative;

automatically retrieving said product identifier in response to said user request;

transmitting, from said electrical apparatus, data indicative of an operational problem associated with said electrical apparatus; and

automatically routing said data to a remote communication device based on said product identifier retrieved by said retrieving.

26. (New) The method of claim 25, further comprising:

determining whether said component is being used by a user of said electrical apparatus when said user request is received by said receiving; and
automatically selecting said product identifier based on said determining,
wherein said routing is based on said selecting.

27. (New) The method of claim 25, further comprising:

determining whether an application is running on said electrical apparatus when said user request is received by said receiving; and
automatically selecting said product identifier based on said determining,
wherein said routing is based on said selecting.